



CASE STUDY

SUN METALS
CORPORATION PTY LTD

Project title: Sun Metals
Client name: Sun Metals Corporation Pty Ltd
Total Value of Job: \$106,000 (two orders \$74k and \$31k)
Main Contractor: Sun Metals via L&H Electrical Wholesaler, Townsville
Scope of works: Designated shutdown Power boards



Sun Metals Zinc Refinery is located 15km south of the city of Townsville in North Queensland. Their mission is to be the safest, the most environmentally responsible and the most competitive, zinc refinery in the world. They employ over 350 staff and contractors, primarily from the local community.

In early 2021 Powersafe were contacted by Cody Sims from Sun Metals who was looking for power boards for their operation. The enquiry was initially received via the Powersafe sales email for a Powerboard, however after a follow up call it was identified that there may be other options worth considering to what was initially requested. At Powersafe we pride ourselves on ensuring the best product is supplied for purpose and often this involves further discussion with the customer on their specific requirements.

Discussions with Cody Sims, Electrical Maintenance Team Leader, from Sun Metals, narrowed down exactly what they were seeking. In this particular case, Sun Metals wanted 56 style inlets, which we established Powersafe were able to offer no problem. At this stage funds had not been committed for the purchase of the power boards, and Sun Metals were still looking at all of their options. At Powersafe, we understand that customers are looking around for what might be the most suitable solution for their organisation, which is why we feel a crucial step to any supply is to get an understanding of the outcomes required and ensure the client can make an informed decision when they make their purchase.

Cody explained that this crucial communication at enquiry stage was a huge factor in his choice to go with the Powersafe products. Cody spoke to Wayne at Powersafe with his initial enquiry, and the follow up, and said he was extremely helpful, "Wayne ran through everything with me, we discussed the specific needs for Sun Metals and I was confident in the knowledge that Powersafe understood exactly what we were after".



Once the purchase decision had been made, the following products were supplied to Sun Metals from Powersafe.

- 20 x MBC-56 32A Power board
- 20 x ST01 stand to suit MBC
- 20 x 6mm/30/32/56 30m 32amp rubber lead
- 10 x RB8-6 compact 32A/15A power board

Once the order was placed, the communication doesn't end there. Cody said that throughout the process the team at Powersafe were excellent at keeping him in the loop. "Communication was always good; I knew where the order was at all times, which meant I could plan at my end aswell".

At completion of the project, we asked Cody Sims for feedback on his experience with Powersafe. When asked why he chose Powersafe for the supply of the products for Sun Metals, he let us know that he had been referred to Powersafe by an industry contractor. He liked the fact that Powersafe were local, QLD based and the quality of their products and service had been highly recommended.

Cody expressed that there were no issues at all during the whole process with Powersafe, "Everything went super smoothly, it was really good and made very easy for me", he said. "I contacted Powersafe throughout the project by both phone and email, and on all occasions, they were very responsive and really easy to deal with".

Sun Metals are extremely happy with the products they were supplied; they are fit for purpose and have been an integral part of their processes on site. Cody stated he would definitely tell other organisations about his experience with Powersafe and recommend them as a supplier in the industry. Sun Metals have in fact already placed an additional order with Powersafe and will be using Powersafe again when the need arises.



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